

Agency Training Manual



For technical support,

please contact Rebecca Zehr:

Rebecca.Zehr@uwcollierkeys.org

For programmatic support,

please contact Tiffany Pellicier:

Tiffany.Pellicier@uwcollierkeys.org

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Accessing e-CImpact

Requirements: All you need to access e-Clmpact is a computer, smartphone, or tablet with an internet connection and a current version of a web browser (example: Microsoft Edge, Firefox, Chrome, Safari).

Direct access to the Agency Site is: https://agency.e-cimpact.com/login.aspx?org=11190F

Bookmark the address to easily access e-CImpact in the future.

Note: your specific site may differ slightly from the images in this manual, depending on which features are being used and potential site updates.

Logging in for the first time:

A profile for your organization's **Primary Contact** has been created to access the e-Clmpact Agency Site. Your Primary Contact's username is their email address.

The first time you log in, the password will be *pwd123*. After that, you will automatically be prompted to change your password the first time you log in.

Signing In

Step 1: Enter your username and password

Step 2: Click 'Sign In to our Secure Server'



Forgot Password

Step 1: Click 'Forgot your password?' on the agency login page



Step 2: Enter your username and select 'Auto-Generate my Password'



Step 3: A temporary password will be sent to the email address associated with your e-CImpact account. Once received, return to e-CImpact within 10 minutes and log in. If you do not see the email in your inbox, check the 'junk' folder. If the email is not in either location, contact Rebecca Zehr or Tiffany Pellicier.

Registering a New Agency

If you are not yet a/an United Way of Collier and the Keys Partner Agency, proceed with site registration to create an e-CImpact profile.

Step 1: From the Agency Site login page, select 'Click here to create a new e-CImpact account'

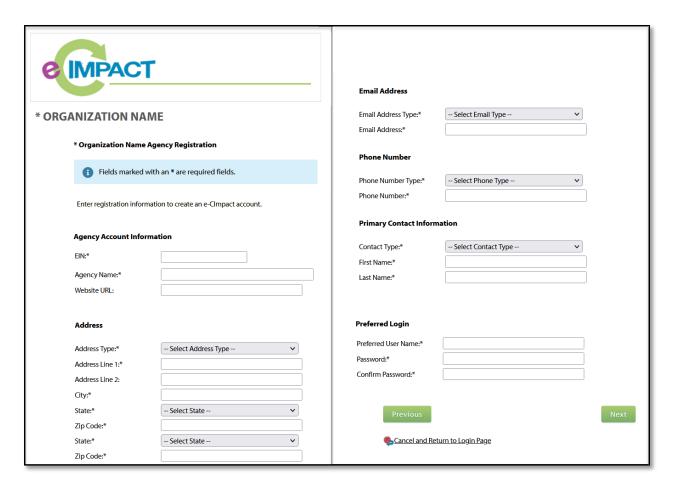


Step 2: Read all directions carefully, then click 'Next' to continue with your registration process

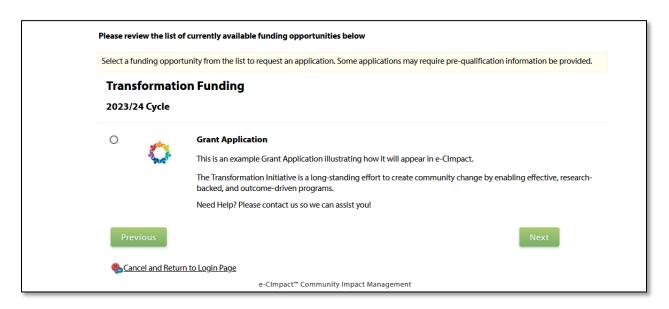


Step 3: Enter all required agency information, then click 'Next' to proceed to the next page

Note: e-CImpact will screen your EIN, agency name, and website URL, confirming you do <u>not</u> already have an e-CImpact account.

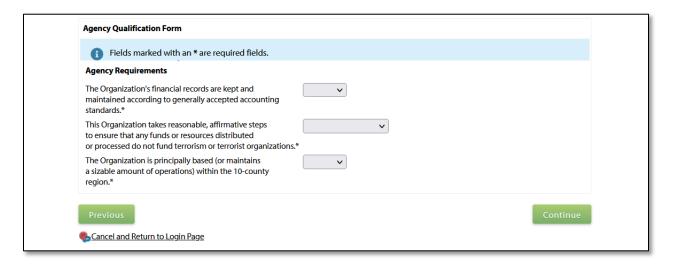


Step 4: Select the desired funding opportunity and continue to the next page



Step 5: Answer all qualification questions and proceed to the next page

Note: If your agency passes the initial qualification questions, you will move forward to confirm your registration. In the event your agency does <u>not</u> qualify, you will be provided information on who to contact with any questions.



Step 6: Review all agency information entered and click 'Complete Registration'

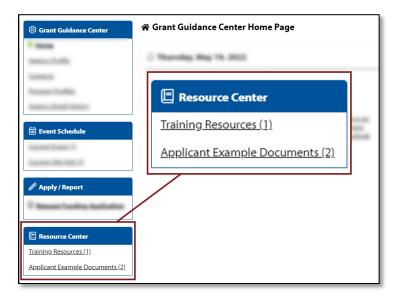
Complete Registration

Once your registration is completed, you will be able to print your confirmation page.

We will review your registration and you will be notified whether your registration is approved or denied via email.

Accessing the Full Agency Site Manual

To access the rest of the e-CImpact Agency Training Manual, go to the Resource Center located on the lower-left side of the Agency Site home page.



Common Navigation

The navigation links in e-CImpact are consistent throughout the site.

Saving information:



Save/Update: Saves any changes made to the page and refreshes.



Save and Return to Previous Page: Returns you to the page last visited while saving any changes.



Cancel and Return to Previous Page: Returns you to the previous page and will <u>NOT</u> save any changes made since the last save.

Required Fields:

When entering data, some fields are required. An * symbol identifies these.



Fields marked with an * are required fields.

Agency Site Home Page

From the home page, you will be able to access all parts of the Agency Site. There are four basic sections:

- 1. Account Management
- 2. Agency Information
- 3. News, Events, and Calendar
- 4. Resource Center
- 5. Application(s) and/or Report(s)

Account Management: Updating Password and User Profile



Change Password

Step 1: To change your password, select 'Change Password'

Step 2: Enter your old password

Step 3: Enter a new password and verify it

Password Rules:

- Must be between 6 and 15 characters.
- Must contain at least 1 character from 2 of the following: alpha, numeric, or special characters.
- Characters NOT accepted are: ", % or any white space.

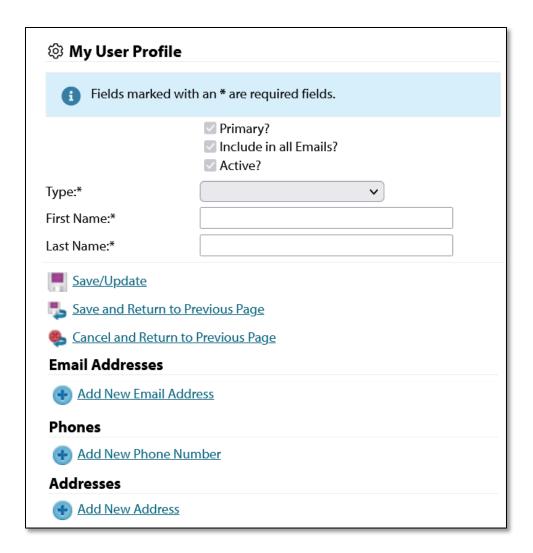
User Profile

The 'My User Profile' area is where you can edit your name or add, edit, or remove your contact information.

Primary Contact: There can only be one primary contact per agency. This can be set by selecting the 'Primary?' check box. The primary contact is automatically included in all emails and cannot be deactivated unless a new primary contact is selected.

Active: Make sure your account is 'Active'. Once a user is deactivated, you may need to contact Rebecca Zehr or Tiffany Pellicier to reactivate the user account.

Include in all Emails: The 'Include in all Emails' setting allows you to designate which contacts should receive emails through e-CImpact.



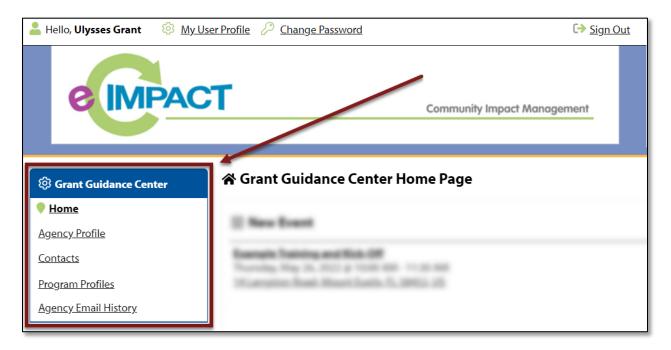
Enter any necessary information and save.

Sign Out

It is always recommended to sign out of a website (including e-CImpact) before closing the site window to ensure the security of your data.

Agency Information

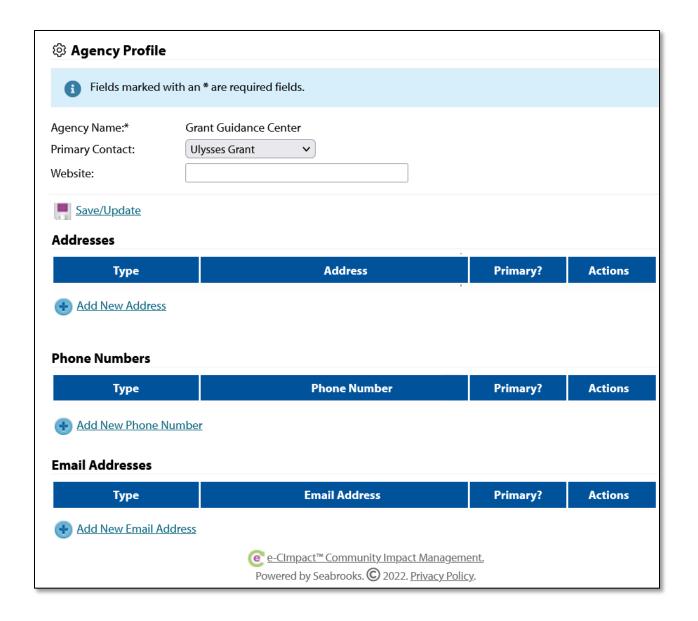
The 'Agency Information' section is where account information, contacts, statements (mission / vision / agency), program information, email history, and more are housed. This list will vary depending on what tools United Way of Collier and the Keys is using at the time.



Agency Profile

The 'Agency Profile' page is where all agency-specific profile information is housed and will appear under your agency's name in the page's top-left corner.

The profile includes information such as the: Agency Name, EIN, Primary Contact designation, Website, and more. Depending on site settings, some information may be editable or read-only, while others may only be editable through application forms.



Agency Contacts



To view a list of your agency's contacts – click 'Contacts' from the 'Agency Information' section on the homepage.

Here you can see anyone listed as a contact at your agency and add, edit, deactivate, or delete an agency contact.

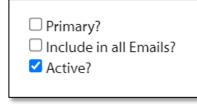
This page includes all agency contacts created in e-CImpact, even those without login capabilities.



It is highly recommended to create a unique contact profile for each individual at your organization accessing e-CImpact. Do not share your password with anyone else.

The 'Contacts' page is similar to the User Profile and contains the:

- Name and preference
- Email address(es)
- Phone number(s)
- Address(es)



When adding a new agency contact or updating existing contacts, select 'Active' appropriately.

'Primary' can only be selected for one contact.

Creating an Agency Contact

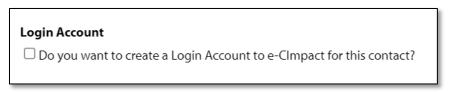
Step 1: Click 'Add New'



Step 2: Enter information for the new agency contact. *Note that the * symbol indicates required fields.*

Step 3: If the agency contact should have access to e-Clmpact, check 'Do you want to create a Login Account to e-Clmpact for this contact?' By default, the email address will be the username, and the password will be emailed directly to the new contact.

Adding login capabilities to a contact may require approval by United Way of Collier and the Keys



Requesting a Login for an Existing Contact

Contacts can be added to e-CImpact but are not given login capability. If a contact has previously been created but has not been given login capabilities, this can be requested later.

Step 1: Click' Request a Login'



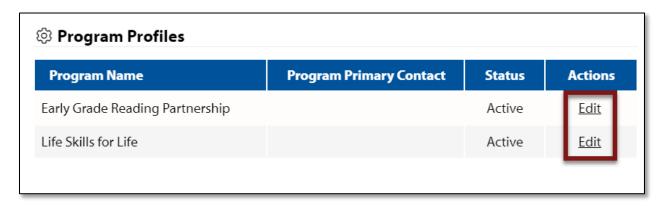
Step 2: Review contact information and click 'Confirm Login Request for this User' By default, the email address will be the username, and the password will be emailed directly to the new contact.

Note: Creating logins for new contacts may require approval by United Way of Collier and the Keys

Updating Program Information

Step 1: To edit or deactivate a program, go to the 'Program Profiles' area.

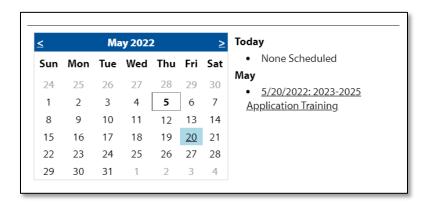
Step 2: Select 'Edit' next to the desired program



From here, you may update or deactivate the program as needed. Some information may be read-only and updated by contacting United Way of Collier and the Keys. Some data may only be updated when completing an application.

Calendar

The 'Calendar' area will display any events or site visits you have RSVP'd for. Some news items may display here as well.



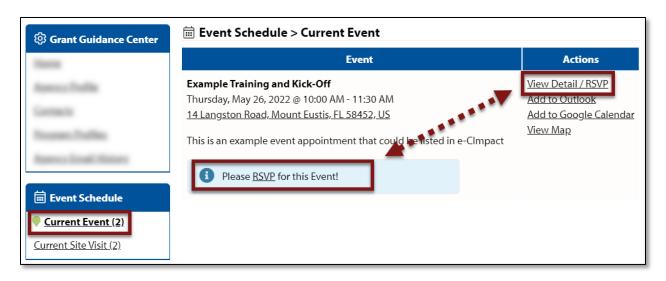
Meetings and Events / Site Visits Modules

The 'Meetings and Events' and 'Site Visits' scheduling tools allow you to view invitations, RSVP, and access invitation details in e-CImpact.

Meetings and Events

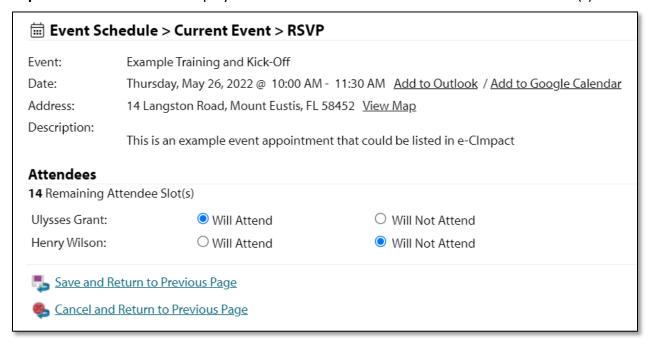
When available, you can view and RSVP for United Way of Collier and the Keys events in e-CImpact.

Step 1: To access the 'Meetings and Events' section, select 'Current Event'



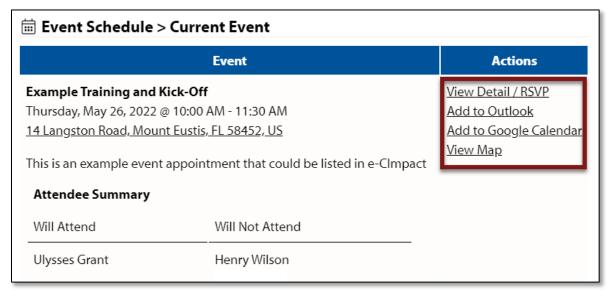
Step 2: Select 'Please RSVP for this Event!' or 'View Details / RSVP'

Step 3: The 'Attendees' list displays all staff invited to the event and shows if the invitee(s) will attend



Step 4: Click 'Save and Return to Previous Page'

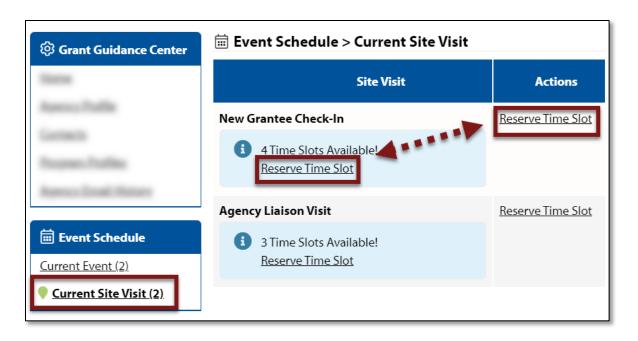
Step 5: Add the event to Outlook or Google Calendar, or view the location on a map as needed



Site Visits Scheduler

When offered, you can reserve time slots for site visits in e-Clmpact. We typically assign time slots to facilitate our travel, given our large coverage area.

Step 1: To access the 'Site Visit' section, select 'Current Site Visit'



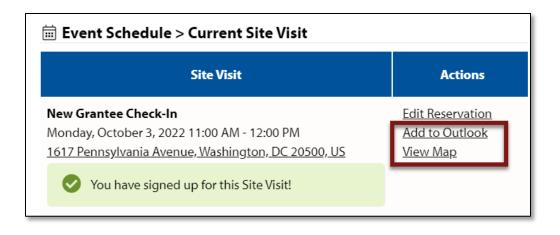
Step 2: Click' Reserve Time Slot'

Step 3: Select the date and address desired



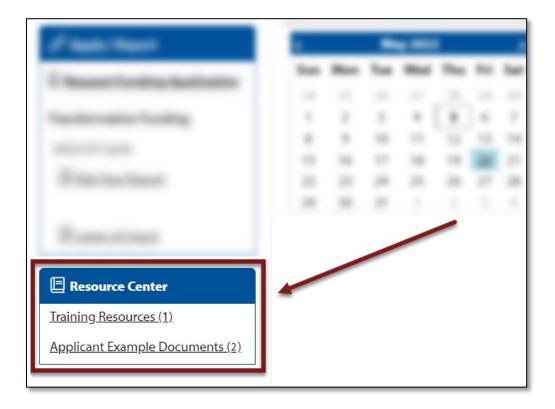
Step 4: Click 'Save/Update' or 'Save and Return to Previous Page'

Step 5: Add the site visit appointment to Outlook or view it on a map



Resource Center

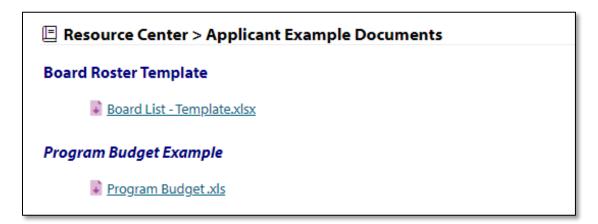
The 'Resource Center' is where you can find files United Way of Collier and the Keys has posted for your reference. The Resource Center is located in the lower half of the left-hand navigation column.



Accessing Resources

Step 1: Select the desired Resource Center item

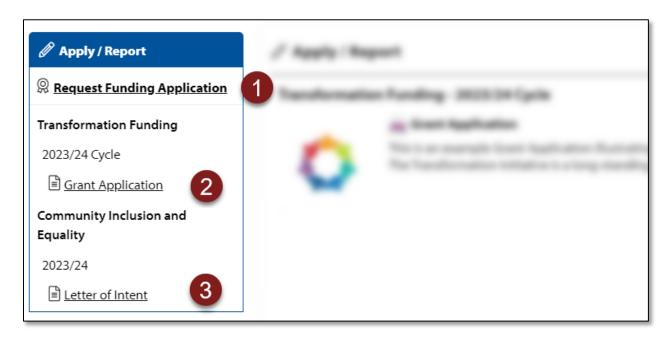
Step 2: Click on the attachment link to open/download



The Basics of your Application / Grant Process

Accessing the Application / Grant Process

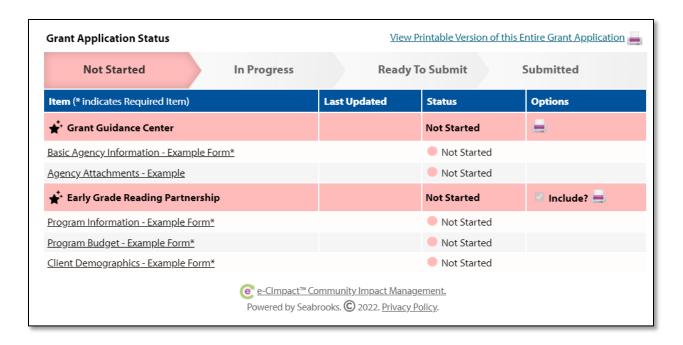
Choose the application or grant process from the list located in the left-hand navigation.



- Depending on your site's configuration, you may need to initially access the application by clicking on 'Request Funding Application'. A qualification form or approval by United Way of Collier and the Keys may be required.
- If you have already gone through that stage, or your organization has been pre-assigned to the application, it may already be visible.
- 2 Later, if other processes are assigned, such as another funding type, they will also be visible in this section.

Viewing the Application Forms & Tracking Your Progress

The application page contains the forms and works as a checklist. Each form contains a part of the application. You can easily see how much of the application you have completed by looking at the Status column.



Form Statuses:

Not Started: When the application or form is in 'Not Started' status, it means that no data has been entered.

In Progress: If your form is 'In Progress', the form has been started and saved. The form has not been marked Completed. The top bar will remain 'In Progress' until all forms are completed.

Ready to Submit: Once all forms are finished and marked 'Completed', your top bar will move to 'Ready to Submit'. You should review any information entered at this stage and then submit your application.

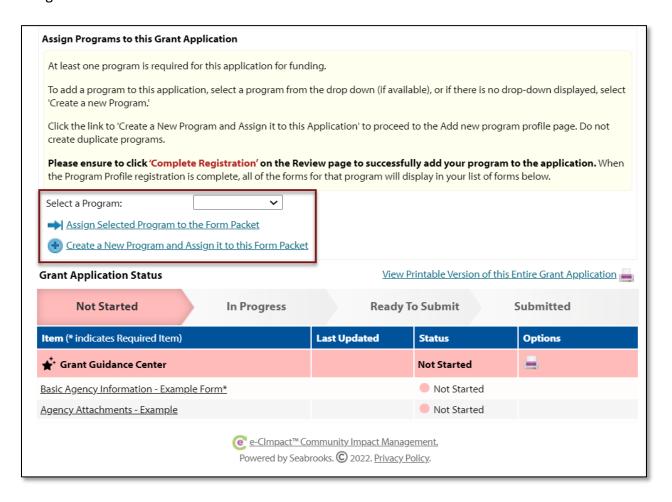
Submitted: When an application is in 'Submitted' status, you will no longer be able to change the information on the forms. If you submit and need to make an edit, contact Rebecca Zehr or Tiffany Pellicier.

Adding New or Existing Programs

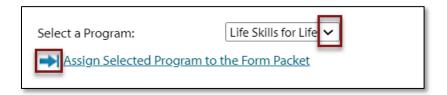
Depending on the application, programs may need to be added. This may mean assigning existing programs or creating new ones. Programs may require a qualification form and/or approval from United Way of Collier and the Keys to be added to the application.

Adding an Existing Program

If applying for a program that has an existing profile in e-CImpact, use the existing profile instead of creating a new one.



Step 1: Use the drop-down menu to select an existing program profile, then click 'Assign Selected Program to the Form Packet'



Step 2: Review the program information and complete registration. This may include completing several qualification questions to determine if the program meets basic eligibility criteria.

Step 3: Confirm your submission by clicking 'Complete Registration'

At this time, the program may be automatically approved or denied or require manual approval by United Way of Collier and the Keys.

Step 4: Click 'Continue' to return to the application

Adding a New Program

Step 1: Click 'Create a New Program and Assign it to this Form Packet'



Step 2: Complete the required program registration information and click 'Save/Complete Registration'. This may include completing several qualification questions to determine if the program meets basic eligibility criteria.

Step 3: Confirm your submission by clicking 'Complete Registration'

At this time, the program may be automatically approved or denied or require manual approval by United Way of Collier and the Keys.

Step 4: Click 'Continue' to return to the application

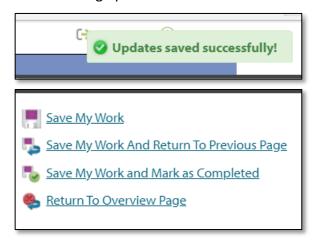
Entering Information

To begin filling out your application, click on the desired form. The form will open, and the application can be started.

Not Started In Progress	Ready	y To Submit
Item (* indicates Required Item)	Last Updated	Status
★ Grant Guidance Center		Not Started
Basic Agency Information - Example Form*		Not Started
Agency Attachments - Example		Not Started
★ Early Grade Reading Partnership		Not Started
Program Information - Example Form*		Not Started
Program Budget - Example Form*		Not Started
Client Demographics - Example Form*		Not Started

Save Options

The following options are also available for saving and submitting the form:



Auto-Save: Changes will automatically be saved when moving from between questions on the form.

Save My Work / Save My Work and Return to Previous Page: These options allow you to save your changes and stay on the page to continue working or return to the list of forms after saving.

Save My Work and Mark as Completed: When all information has been entered in the form and reviewed, it should be marked 'Completed'. All forms

must be completed before the application can be submitted.

Return To Overview Page: Returns you to the form list and will <u>NOT</u> save any changes made since the last save.

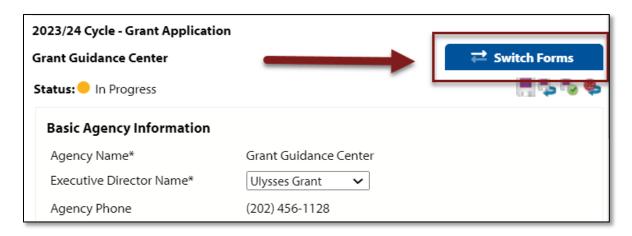
Switching Forms

There are multiple ways to switch forms within an application:

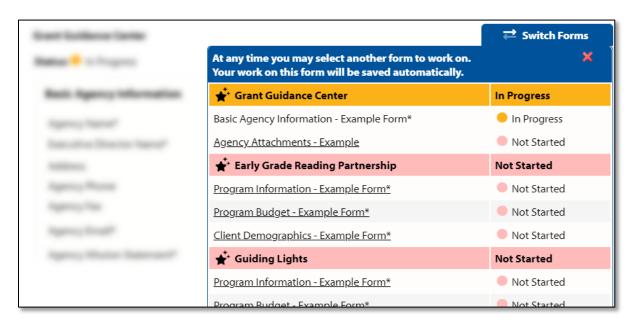
Option 1: Exit the form by clicking on 'Save My Work and Return to Previous Page' or 'Save My Work and Mark as Completed', then select the next form.

Option 2: Click' Switch Forms', located in the upper right-hand corner. This will save the current form and switch to a new one.

Step 1: Click 'Switch Forms' to view the list of available forms



Step 2: Select the form to open it



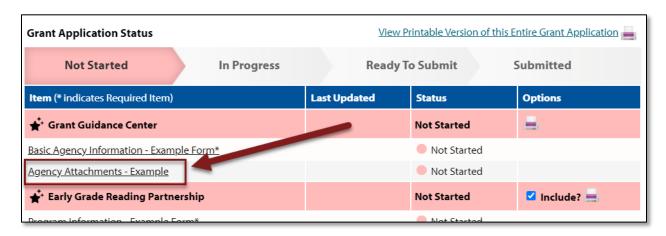
Attachments

Uploading Attachments

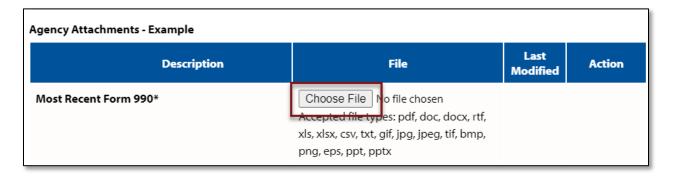
The following file types are accepted for uploading attachments, although they may vary by attachment: pdf, doc, docx, rtf, xls, xlsx, csv, txt, gif, jpg, jpeg, tif, bmp, png, eps, ppt, pptx.

Maximum individual file size: 32 MB; Combined maximum file size: 64MB

Step 1: Open 'Agency Attachments', (sometimes called Required Documents or Uploads)

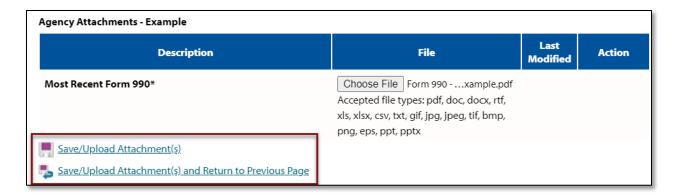


Step 2: Once you have confirmed your document meets the upload requirements, click 'Choose File'



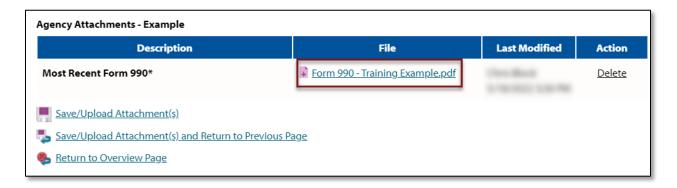
Step 3: Browse your computer and select the desired document

Step 4: 'Save/Upload Attachment(s)'



Viewing Attachments

Step 1: Click on the document name to download and open it



Deleting Attachments

In the event the wrong document was uploaded you may delete your attachment.

Step 1: Select 'Delete' next to the desired document



Step 2: Confirm you would like to delete this attachment

You may now upload the correct attachment.

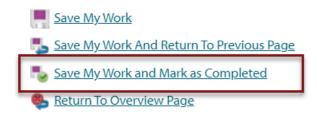
Completing and Submitting the Application

To submit your application, you must mark each form 'Completed'

Step 1: Open form



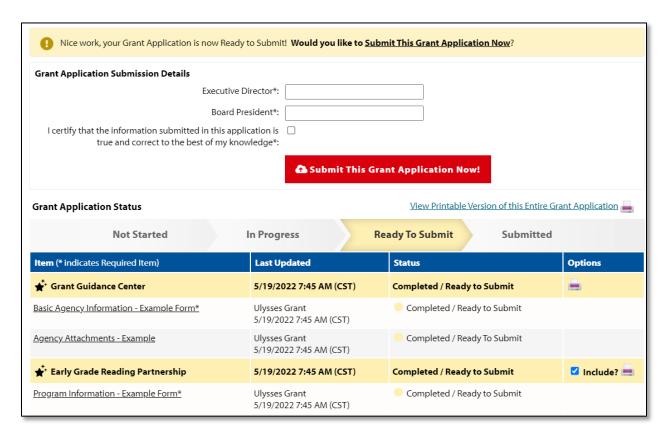
Step 2: Complete the form, then click 'Save My Work and Mark as Completed'



Complete these steps for each form until you have completed the entire application.

Submit!

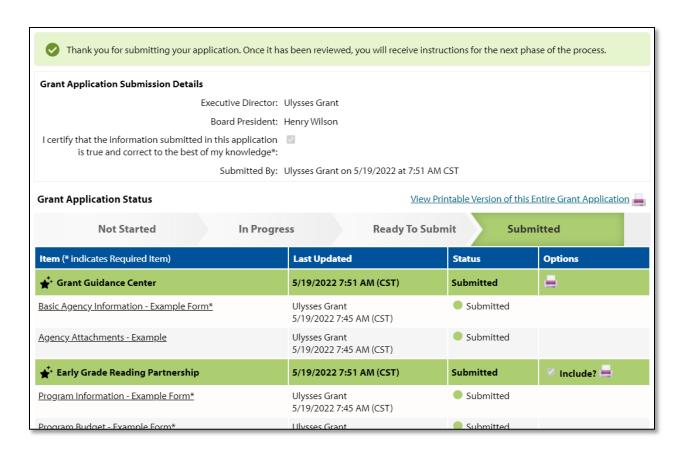
Once all forms are 'Completed / Ready to Submit', the 'Submit This Grant Application Now!' option will appear. Your options may be vary slightly from the example below.



Step 1: Enter the requested submission details. Note: fields may vary based on grant requirements.

Step 2: Select 'Submit This Application Now!'

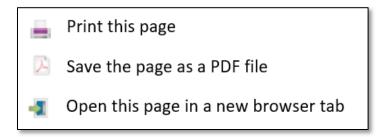
Now that you have successfully submitted your application, all forms are now in submitted status.



Note: Once an application is in 'Submitted' status you will be able to view the information entered, but the forms will be read-only.

Printing Options

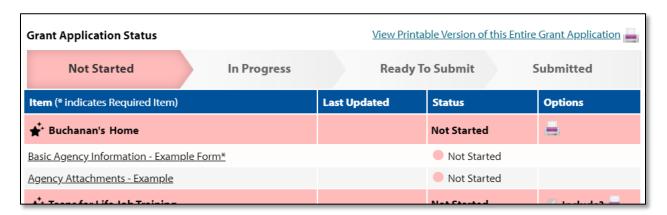
- Entire Application Print all forms within this application.
- **Agency Forms** Print only the agency-specific forms.
- **Program Forms** Print all forms for a specific program.
- Individual Form Print an individual form.



Printing the Entire Application

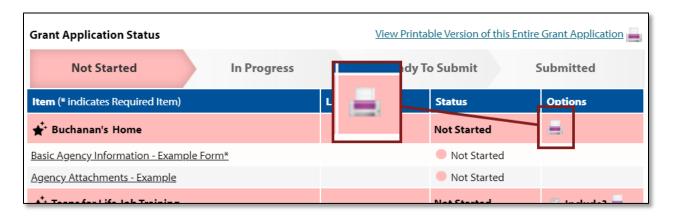
Step 1: Open the application by clicking on it in the left-hand navigation

Step 2: Click on the 'Print/Review Options' box in the upper right-hand corner of the main application page



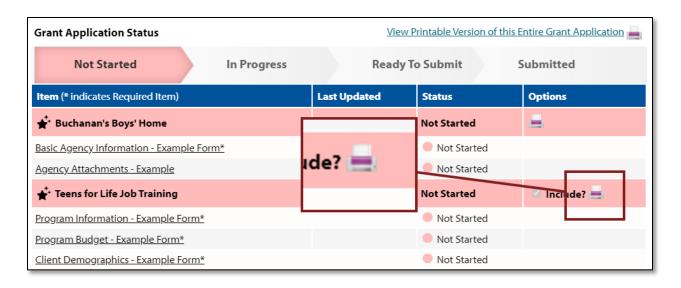
Printing Agency Forms

Step 1: From the main application page, click on the 'Print' icon in the agency section of the form list



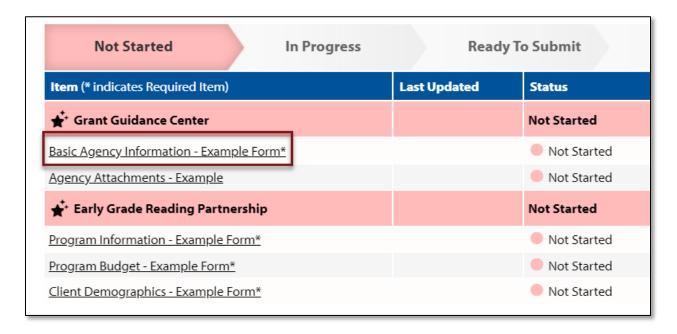
Printing the Program Packet

Step 1: From the main application page, click the 'Print' icon next to the desired program



Individual Forms

Step 1: From the main application page, open the form you would like to print



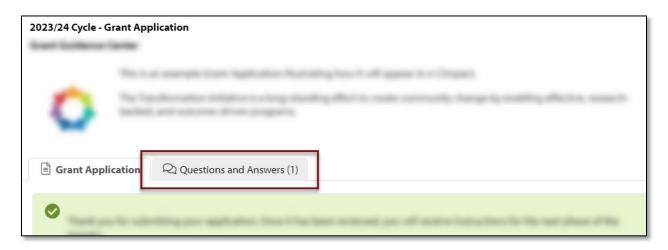
Step 2: Click the 'View Printable Version' button at the bottom of the form



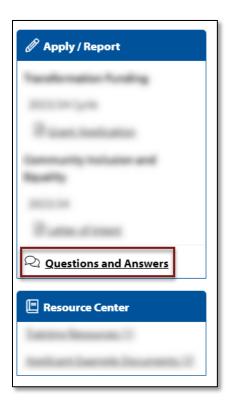
Questions and Answers

If questions are submitted through e-CImpact during the review process, they may be viewed and responded to in the following locations:

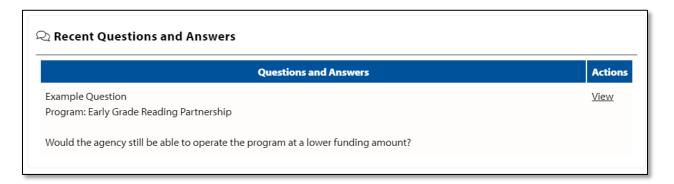
Within the Application – a new tab will be added to the application if a volunteer has a question regarding that specific application.



Within the Overall Q&A List – at the bottom of the investment/application list – all questions and answers will be listed.

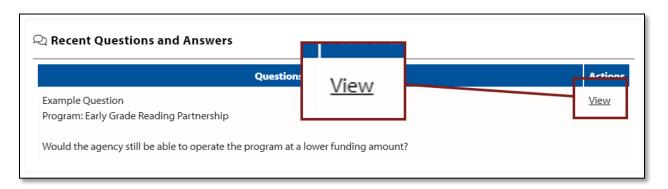


Home Page Notifications – new questions will display on your home page until viewed.



Responding to a Question – Home Page Notification

Step 1: Click' View'



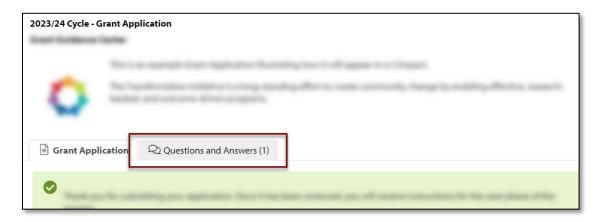
Step 2: Enter your response, then click 'Save and Return to Previous Page'



Responding to a Question – Within the Application

Step 1: Open the application

Step 2: Go to the 'Questions and Answers' tab to view the submitted questions



Steps 3: Select 'Respond' next to the desired question



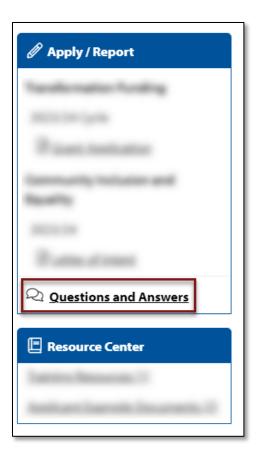
Step 4: Enter your response, then click 'Save and Return to Previous Page'



Once the answer is saved and approved by United Way of Collier and the Keys, it will display to the volunteers reviewing your application.

Responding to a Question – Overall 'Questions and Answers' List

Step 1: Click on 'Questions and Answers' in the left-hand navigation



Step 2: Click 'Respond' next to the desired question



Step 3: Enter your response, then click 'Save and Return to Previous Page'



Print Questions and Answers

When in the overall 'Questions and Answers' area, click 'View Printable Version of Questions and Answers'.



Additional Instructions

You are welcome to download or print a copy of this manual. However, since much of the information here is proprietary, **please do not share it with anyone outside your organization.** We ask this to protect our vendor's work product.